

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : **McCORMACK, Tony et al.**

Serial No. : **10/645,438**

Filed : **21 August 2003**

For : **Management of queues in contact centres**

Examiner : **CHEA, Philip J.**

Art Unit : **2453**

Confirmation No. : **7992**

RESPONSE TO OFFICE ACTION OF MARCH 4, 2010 AND AMENDMENT
ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION

Honorable Director of Patents and Trademarks

PO Box 1450

Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Final Office Action of March 4, 2010, the Applicants make the following amendments and remarks: